

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

HRM 9308.1
November 16, 2017

GSA ORDER

SUBJECT: GSA Student Volunteer Service Program (SERVICE)

1. Purpose. This Order issues and transmits GSA policy governing the use of Student Volunteers.
2. Background. The Civil Service Reform Act of 1978 (P.L. 95-454) authorized the Federal Government Volunteer Student Service. The Student Volunteer Service Program gives qualified students a means to volunteer their services to GSA, allowing volunteers to gain work experience, knowledge, and engage in early career exploration. Selected students are allowed to work on a non-pay voluntary basis during a specific time and under the direction of a designated GSA employee.
3. Scope and applicability.
 - a. The provisions of this order apply to all volunteer employees within GSA.
 - b. The Office of Inspector General (OIG) has independent personnel authority. See Section 6 of the Inspector General Act of 1978, (5 U.S.C. App. 3), as amended (Inspector General is authorized "to select, appoint, and employ, such officers and employees as may be necessary for carrying out the functions, powers, and duties of the Office of Inspector General") and GSA Order ADM P 5450.39D GSA Delegations of Authority Manual (Delegations Manual), Chapter 2, Part 1 ("the Inspector General has independent authority to formulate policies and make determinations concerning human capital issues within the [OIG] and GSA determinations/delegations do not limit that authority). Similarly, GSA specifically recognizes that the Inspector General has independent authority to formulate policies and make determinations concerning training, employee development, and career management.
 - c. This order applies to the Civilian Board of Contract Appeals (CBCA) only to the extent that the CBCA determines it is consistent with the CBCA's authority under the Contract Disputes Act (CDA) and its independence from GSA management. Pursuant to the CDA, boards of contract appeals "function as quasi-judicial bodies" that are to have "requisite independence" and not be "subject to direction or control by procuring agency management authorities." S. Rep. No. 95-1118 (1978).

4. Cancellation. CPO 9308.1GSA Student Volunteer Services Program (SERVICE) 08/05/2002.

5. Nature of revision.

- a. All organizational titles are updated to reflect current GSA organization structures.
- b. Deletes reference to the Student Temporary Employment Program and the Student Career Experience Program.
- c. Clarifies impact of a “break between school years” on participation in the volunteer program.
- d. Provides templates to record student volunteer assignment schedules, time and attendance and performance evaluation.

6. Signature.

/S/_____
ANTONIA T. HARRIS
Chief Human Capital Officer
Office of Human Resources Management

HRM 9308 GSA Student Volunteer Service

Table of Contents

<u>Sections</u>	<u>Page</u>
1. Introduction	1
2. References	1
3. Definitions	1
4. Responsibilities	2
5. General Provisions	3
6. Eligibility	3
7. Status	4
8. Program Implementation	5
9. Uncompensated Services	6
10. Suitability Requirements.....	6
11. Documentation and Recordkeeping	7
12. Appendix A	A-1
13. Appendix B	B-1
14. Appendix C	C-1
15. Appendix D	D-1

HRM 9308.1 GSA Student Volunteer Service

1. Introduction. This Order prescribes procedures and assigns responsibilities for carrying out the SERVICE program. Refer to 5 U.S.C. Section 3111 – Acceptance of volunteer service and 5 CFR 308 – Volunteer Service for legal and regulatory guidance. Appendix A is the Student Volunteer Services Agreement – GSA Form 5010.

2. References.

- 5 U.S.C. Section 3111
- 5 CFR 308

3. Definitions.

a. Volunteer service. Consists of the projects and work assignments performed by students, with the permission of the educational institution at which they are enrolled, as part of the agency program designed to provide educational experience to the student. The services provided by the students accepted for SERVICE shall be uncompensated and shall not be used to displace any employee or to staff a position which is a normal part of the GSA workforce.

b. Student. An individual enrolled in an accredited high school, trade school, technical or vocational institution, junior college, college, university, or other accredited educational institution in a course of study not less than half-time. To be considered a student, the individual:

(1) Must not have a break of more than 5 months between school years.

(2) Must demonstrate, to the satisfaction of the Human Resources Service Center Director, a firm intent of continuing to pursue a course of study or training in the same or a different educational institution during the school term immediately after the break. An acceptance letter or proof of new or continuing enrollment should be submitted as documentation of the student's intent to pursue his or her education or training.

(3) Written certification from the student's educational institution will be required to verify that the student is enrolled at least half-time under its academic program.

c. Agreement. The written documentation of the duties, responsibilities, and obligations of the educational institution, the student, and GSA.

(1) Agreements are negotiated with the educational institution by the Human Resources Service Center and the management official responsible for supervising the student in the workplace. The designated representative of the educational institution, the student, the Human Resources Service Center Director in which services under the

volunteer services agreement will be performed shall sign agreements. Copies of the agreement shall be furnished to the student, the educational institution, the student's supervisor, and the Human Resources Service Center. Agreements shall at a minimum include:

(a) A description of the projects and work assignments to be accomplished by the student.

(b) The duration of the volunteer service period.

(c) The weekly work schedule.

(d) Address attendance records.

(e) Address performance evaluation.

(f) An understanding that the student's services may be terminated by the agency at any time. (See appendix A)

(2) If the individual will continue in a different educational institution following a break as described in par. b.(1) and (2), the SERVICE assignment will be terminated upon its completion. If the student will continue in a different educational institution at the end of the current term or semester, the SERVICE assignment will be terminated upon semester completion. If the student transfers to a new educational institution during the agreed duration of the volunteer service period, the SERVICE agreement will be terminated immediately. Any further participation in the SERVICE program will be in accordance with par. 6.

4. Responsibilities.

a. The Human Capital Policy and Programs Division (CSA) will be responsible for:

(1) Informing Human Resources Service Centers of program requirements;

(2) Developing the policy for the Volunteer SERVICE program in GSA;

(3) Monitoring and evaluating the program; and

(4) Serving as GSA's liaison with the Office of Personnel Management (OPM), other Federal agencies, and special interest groups.

b. Human Resources Service Centers Directors shall be responsible for the implementation and daily operations of the program, as outlined under paragraph 8 of this policy, including:

(1) Negotiating and approving the agreement between the service or staff office

utilizing student volunteer services and the educational institution;

(2) Fulfilling the agency's obligations under the agreement for which they are responsible; and

(3) Designating a staff member as GSA's SERVICE Coordinator for the organization(s) he or she services.

c. Services and Staff offices in the Central Office and regions are responsible for:

(1) Evaluating the proposed volunteer assignment;

(2) Determining if the assignment's objective can be accomplished in their organization;

(3) Determining if the time parameters are appropriate;

(4) Negotiating and approving agreements with educational institutions; and

(5) Fulfilling those obligations of the agency specified in the agreement for which they are responsible.

(6) Maintaining student volunteer attendance records.

d. The Consolidated Processing Branch (CP1P) is responsible for:

(1) Maintaining records on all students who have completed the SERVICE program.

(2) Responding to requests for information on students who have completed the SERVICE program.

5. General provisions.

a. The services provided by the students accepted for SERVICE should only be used as an enhancement to GSA's workforce and not a substitution for filling designated positions.

b. The same restrictions regarding employment of relatives apply to the selection of student volunteers although they are not considered "employees".

6. Eligibility. To be eligible for a SERVICE assignment, a student must:

a. Meet the minimum age requirements specified by Federal, State, or local laws regarding the employment of minors. Participation is limited to students who are U.S. citizens, at least 16 years of age,

- b. Be a student as defined in section 3b;
- c. Be accepted by GSA as a SERVICE participant; and
- d. Demonstrate a firm intention of continuing to pursue a course of study or training in the same or a different educational institution during the school term immediately after volunteer services are completed.

7. Status. Students accepted to perform volunteer service are not considered to be Federal employees for any purpose other than:

- a. Under laws related to the Federal Tort Claims Act provisions published in 28 U.S.C. §§2671 through 2680. Claims arising from student participation shall be administratively processed in accordance with regulations of the Department of Justice and applicable GSA procedures; and
- b. Injury compensation under Title 5 U.S.C., chapter 81 for injuries sustained during the period of volunteer services. Claims related to injuries shall be referred to the Office of Workers' Compensation Programs (OWCP), U.S. Department of Labor, for adjudication in accordance with GSA procedures.

Relationship to other student programs:

- Each student program should be used in the manner intended. Each program has specific objectives which should receive agency support. As a reminder, Pathways Programs are intended to provide entry to careers in the Federal service. The volunteer program was designed to enrich students' educational programs and the educational process. Volunteers may be used to supplement, but not take the place of, personnel hired through the usual employment procedures. Therefore, they should not be assigned to a position description. Nor should their duties be significant enough to support the development of a part-time or full time position.
- Hiring of Interns NTE during traditional summer months should not be curtailed due to an organization's use of student volunteers. GSA will continue to participate in all student programs to support agency mission and goals and workforce needs and will utilize the appropriate hiring authority or volunteer program.
- While there is no regulatory restriction on the duration of a period of volunteer service or number of volunteer assignments one individual may perform, an estimate of the amount of time during which the student's services will be needed should be identified in the agreement. The duration of the volunteer service should coincide with the school course or educational project or agency need with which it is associated.

8. Program implementation.

The Human Resources Service Centers (HRSCs) will be responsible for the following items;

(1) HRSCs will inform eligible educational institutions of GSA's willingness to consider eligible students for volunteer services assignments. Each HRSC will publicize the program to a representative group of educational institutions to ensure that volunteer assignments are made without regard to race, ethnicity, color, religion, sex (including pregnancy, gender identity, national origin, age, disability, sexual orientation, and genetic information). Students may also independently submit a request GSA to inquire about volunteer assignments.

(2) HRSCs may accept and review inquiries from educational institutions requesting availability of volunteer service assignments. If an inquiry does not include sufficient, specific information, the Human Resources Service Center shall request it from the educational institution.

(3)HRSCs may accept requests directly from students. Interested students must submit a resume with a cover letter that identifies areas of interest, copy of most recent transcript or grade record. Unofficial copies are acceptable at time of application. Official transcript must be provided prior to beginning volunteer service.

(4) HRSCs will determine where the assignment would be best accomplished. The appropriate service or staff office will then determine whether or not it will host the student volunteer. If there is interest in acquiring the services of a student volunteer, the HRSC will provide an affirmative answer to the educational institution with the name of the person who will supervise the student. If the response is negative the reasons for the declination will be provided to the requesting educational institution. The same process will be followed if the request was received directly from the student.

(5) HRSCs will notify the educational institution of the acceptance or rejection of the proposed student volunteer's projects and assignments, the educational institution may be invited to negotiate an agreement.

(6) HRSCs will designate an employee to supervise the student volunteer and prepare a draft of the agreement before negotiating it with the educational institution. The provisions shall be subject to negotiation and the educational institution shall be informed of its latitude in accepting or rejecting the provisions of the draft agreement.

(7) Upon satisfactorily negotiating the agreement, the required signatures shall

be obtained by the HRSC Director and the provisions of the agreement effected. The HRSC will inform the student and make the necessary arrangements and notification to initiate the volunteer assignment.

(8) HRSCs shall accommodate, to the extent feasible, the educational institution's requests and requirements proposed for the agreement.

9. Uncompensated service.

- a. Students in volunteer services assignments are not compensated for their work.
- b. Students in volunteer services assignments are not allowed payment for travel, transportation, subsistence allowance, quarters, tuition, academic fees, books, or any other reimbursement or payment in kind.

10. Suitability Requirements.

a. The service or staff office will identify the sensitivity of the materials and workplace in which a proposed assignment will occur. The service or staff office will work with the National Classification Center (NCC) team to gain approval of the unclassified duties.

b. Once approved by the NCC; HR Services will initiate a background investigation request from the Personnel Security Division. This will include initiating the GCIMS process. HR Services will also submit the following documents to GSA.SecurityOffice@gsa.gov: OF-306, GSA 3665, Security Transmittal and MSO/GCIMS printout (electronic prints).

(1) Depending on the nature and length of the assignment there may be not enough time for the volunteer to complete the background investigation process. As a minimum, the volunteer will need to complete the Criminal History portion of the process to get unescorted access or a PIV Card while the background investigation is being conducted. However, if the volunteer does not complete the Criminal History portion of the process, they would not be granted access to GSA's information technology systems and must be escorted at all times.

(2) If the nature of the assignment and materials or workplace to be accessed would normally require a background investigation as a condition of employment, the service or staff office may decline to sponsor the volunteer assignment or may request the appropriate background investigation.

c. The personnel security officer's written approval shall affirm or waive the need for a background investigation.

d. The service or staff office in which the assignment occurs shall bear the expense of the background investigation if it elects to host the assignment.

11. Documentation and recordkeeping.

a. Student volunteers do not receive appointments in the Federal service. A Standard Form 50 cannot be used to document volunteer service.

b. The HR Specialist is responsible for giving the employee the Standards of Conduct. Also, ensure the signed acknowledgement form is received.

c. The documentation of volunteer service will include a Student Volunteer Services Agreement (see Appendix A).

d. At the conclusion of the volunteer service agreement, signed acknowledgement of Standards of Conduct, documentation of the dates of service, the total hours or days worked, and guidance on how GSA may be contacted regarding future requests to obtain documentation of the volunteer service, will be sent to the student.

e. The Consolidated Processing Branch (CP1P) will maintain records on students who have completed the SERVICE program. These records will include, at a minimum, a copy of the Student Volunteer Services Agreement, the total hours or days worked, and information on and evaluation of the projects or work assignments completed during the student volunteer assignment. Such records will be maintained for a period of 3 years.

Appendix A. Sample Agreement Student Volunteer Service Agreement

In accordance with the provisions of 5 U.S.C. 3111, the General Services Administration (GSA) and *(name of the educational institution)* enter into this agreement to provide for the acceptance of the volunteer (unpaid) services of *(student's name)* from *(date)* to *(date)*. See attached schedule.

The volunteer services of *(student's name)* are accepted by the General Services Administration to *(insert a description of the project(s)/work assignment(s) the student shall accomplish during the specified time frame or attach additional pages)*.

In accepting the services of *(student's name)*, the **General Services Administration** agrees to:

1. Maintain and provide to *(name of educational institution)* the attendance record of *(student's name)*;
2. Evaluate and furnish *(name of educational institution)* with evaluations of the student's performance; and
3. Provide *(student's name)* with necessary materials, information, and a working space within the limitations of current regulations, laws, and safety considerations.

In instituting the volunteer services agreement, the *(name of educational institution)*:

1. Certifies that *(student's name)* is at least a half-time student as defined by its academic regulations;
2. Acknowledges the right of the General Services Administration to terminate this agreement for cause before the completion of the assignment.

By accepting the volunteer services agreement, I *(student's name)* understand that I will receive no pay for my services and that I am not considered a Federal employee except for any purpose other than for purposes of the Federal Tort Claims provisions published in 28 U.S.C., 2671 through 2680 and Title V, U.S.C., Chapter 81, relative to compensation for injuries sustained during the performance of work assignments. I agree to:

1. Obey the rules and regulations of the Federal Government and the General Services Administration and to comply with the GSA Standards of Conduct.
2. Complete all mandatory training requirements.
3. Continue to pursue a course of study or training after the student volunteer assignment.
4. Notify the designated person regarding any deviations or absences from the scheduled volunteer services work period.

5. Provide GSA with a copy of the projects or work assignments completed during the student volunteer assignment and any requested reports or evaluations regarding these projects or work assignments.

We, the undersigned, accept the provisions of this agreement and agree to negotiate matters that occur which are not covered by this agreement.

_____ Date: ____/____/____
Academic Institution Representative

_____ Date: ____/____/____
HR Service Center Representative

_____ Date: ____/____/____
HR Service Center Director

_____ Date: ____/____/____
Student

Appendix B. Work Schedule Template

Student Name: _____

Approved Work Schedule:

Day	Start time	End time	Number of Hours
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Assignment Supervisor Signature: _____

Printed Name: _____ Title: _____

Organization: _____

School representative Signature: _____

Printed Name: _____ Title: _____

Appendix C. Sample Attendance Record

Student Volunteer Attendance Record – Biweekly Timesheet (make additional copies as needed and insert number of hours in appropriate cell to document attendance in accordance with established schedule identified in agreement.)

Volunteer Name: _____

Organization: _____

Week of: mm/dd/yyyy through mm/dd/yyyy

Month_Year: _____

Day/Date	Start time	End time	Number of Hours
Sun_mm/dd	X	x	x
Mon_mm/dd			
Tue_mm/dd			
Wed_mm/dd			
Thu_mm/dd			
Fri_mm/dd			
Sat_mm/dd	X	x	x
Sun_mm/dd	X	x	x
Mon_mm/dd			
Tue_mm/dd			
Wed_mm/dd			
Thu_mm/dd			
Fri_mm/dd			
Sat_mm/dd	X	x	x

Submitted by: (Student) _____ Date: _____

Certified by: _____ Date: _____
Signature

Printed Name: _____ Title: _____

Organization: _____

Appendix D. Student Volunteer Evaluation Report and Documentation of Completion of Service

(attach additional pages as necessary)

Student Volunteer's Name (First, MI, Last): _____

Service Period Covered

From: _____ To: _____

Total Hours: _____

Service Location (Office /Division and Address): _____

1. Brief description of work assignment(s), including meetings attended, and other activities.

2. Skills and knowledge gained during this service period.

3. Evaluation factors*

- ☐ Student satisfactorily performed his/her responsibilities
- ☐ Student's conduct was professional
- ☐ Student was punctual
- ☐ Student showed willingness to learn
- ☐ Student displayed initiative
- ☐ Student interacted appropriately with supervisor, other staff members and customers

*Note: These are suggested "evaluation factors". Evaluation factors may vary according to the purpose and nature of the volunteer assignment. If the volunteer service is for academic credit, the educational institution should identify the goals of the assignment and any required performance elements.

4. Comments

Signature: _____

Typed or print name of assignment supervisor: _____

Title: _____

Date: _____

For additional information, contact: (Provide contact information for HR Service Center)